AMENDMENT TO THE CLAIMS:

Please amend the claims as indicated in the attached listing of claims. This listing of claims will replace all prior versions and listings of claims.

1. (Currently Amended) A ~~computer-implemented or computer-assisted~~ method of ~~measuring and~~ assessing a culture of an organization ~~and~~ for making improvements thereon, comprising the steps of:

collecting ~~by at least one of computer and a user~~ responses from members of the organization; and performing an assessment process including:

compiling the responses into ~~an analyzable~~ a data format, ~~generating compiled data;~~

determining ~~at least one of themes and issues by analyzing the compiled data;~~ a theme based on the compiled responses,

generating a report based on the determined theme,

~~determining at least one~~ selecting a first action corresponding to the ~~at least one of themes and issues determined by said determining themes and issues step;~~ determined theme in response to receiving the report,

~~implementing the at least one action on the organization determined by said determining at least one action step; and~~ collecting data reflecting a performance of implementing the first action in the organization, and

~~assessing an effect of said implementing step on the organization; and~~ determining a first action assessment data reflecting an effect of the implemented first action on the organization based on the collected data

~~determining at least one additional action responsive to the effect determined by said assessing step~~.

2.   (Currently Amended) The method of claim 1, wherein the step of collecting responses further includes ~~the steps of~~:

~~performing~~ receiving data reflecting at least one individual interview session with at least one of the members;

~~performing~~ receiving data reflecting at least one focus group meeting associated with at least one of the members; and

~~performing~~ receiving data associated with at least one physical walk around session with at least one of the members.

3.   (Currently Amended) The method of claim 1, wherein the step of compiling the responses includes ~~the steps of~~:

separating the collected responses into groups.

4.   (Currently Amended) The method of claim 1, wherein ~~the step of determining themes or issues~~ generating the report includes ~~the step of~~:

~~determining~~ identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as [[a]] the determined theme.

5.   (Currently Amended) The method of claim 1, wherein ~~the step of determining said~~ selecting the first action includes ~~the step of:~~

~~increasing communication between employees and managers by posting relevant messages on a board or a~~ generating content on a Web page [[of]] associated with the organization, that is accessible by a first set and a second set of members of the organization.

6.   (Currently Amended) The method of claim 1, wherein the ~~data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools,~~ responses include data values associated with sets of quantitative questions and the method further includes ~~the steps of:~~

~~calculating~~ determining an ~~averages~~ average data value for a first set of quantitative questions ~~of the responses to the quantitative questions collected from the at least one individual interview;~~

~~calculating~~ determining an ~~averages~~ average data value for a second set of quantitative questions ~~of the responses to the quantitative questions collected from the at least one focus group meeting;~~ and

determining ~~at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative~~

~~questions collected from the at least one focus group meeting~~ the theme based on a comparison of the determined average data values.

7. (Currently Amended) The method of claim 6, ~~further including the steps of~~ wherein performing the assessment process includes:

separating the collected ~~data~~ responses into ~~a number of~~ sets of responses; and

determining ~~at least one of themes and issues appearing repeatedly in the collected data for each set of data~~ a theme for each set of responses based on a frequency of occurrences of information included in each set of responses.

8. (Currently Amended) The method of claim 7, further comprising the step of:

determining ~~at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions~~ a theme for each set of responses based on responses to a set of qualitative questions.

9. (Currently Amended) A ~~computer-implemented or computer-assisted~~ system for ~~measuring and~~ assessing a culture of an organization ~~and~~ for making improvements thereon, comprising:

means for collecting ~~by at least one of computer and a user~~ responses from members of the organization; and means for performing an assessment process including:

means for compiling the responses into ~~an analyzable~~ <u>a</u> data format<u>,</u> ~~generating compiled data;~~

means for determining ~~at least one of themes and issues by analyzing the compiled data;~~ <u>a theme based on the compiled responses,</u>

<u>means for generating a report based on the determined theme,</u>

~~determining at least one~~ means for <u>selecting an</u> action corresponding to the ~~at least one of themes and issues determined by said determining themes and issues step;~~ <u>determined theme in response to receiving the report,</u>

means for ~~causing the at least one action determined by said means for determining at least one action to be implemented on the organization~~ <u>collecting data reflecting a performance of implementing the action in the organization,</u>

means for ~~assessing an effect of said implementing step on the organization; and~~ <u>determining an action assessment data reflecting an effect of the implemented action on the organization based on the collected data.</u>

10.   (Currently Amended) The system of claim 9, wherein the means for collecting responses further includes:

~~means for compiling~~ <u>means for receiving</u> data ~~collected from~~ <u>reflecting</u> at least one individual interview session with at least one of the members;

~~means for compiling~~ <u>means for receiving</u> data ~~collected from~~ <u>reflecting</u> at least one focus group meeting <u>associated</u> with at least one of the members; and

~~means for compiling~~ <u>means for receiving</u> data ~~collected from~~ <u>associated with</u> at least one physical walk around interview <u>session</u> with at least one of the members.

11.   (Original) The system of claim 9, wherein the means for compiling the responses includes:

means for separating the collected responses into groups.

12.   (Currently Amended) The system of claim 9, wherein the means for ~~determining themes or issues~~ generating the report further includes:

means for ~~determining~~ identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as [[a]] the determined theme.

13.   (Withdrawn) A computer implemented or assisted system for analyzing data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, comprising:

means for calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

means for calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

means for determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at

least one individual interview and the calculated averages of the responses to the

quantitative questions collected from the at least one focus group meeting.

14.   (Withdrawn) The system of claim 13, further including:

means for separating the collected data into a number of sets; and

means for determining at least one of themes and issues appearing repeatedly in

the collected data for each set of data.

15.   (Withdrawn) The system of claim 13, further including:

means for determining at least one of themes and issues by comparing the

calculated averages and the responses to the qualitative questions.

16.   (Currently Amended) A computer readable medium including instructions

being executed by a computer to perform a method for assessing[[,]] the instructions

instructing the computer to measure and/or assess culture of an organization, and make

improvements thereon, instructions the method comprising:

collecting by at least one of computer and a user responses from members of the

organization; and performing an assessment process including:

compiling the responses into an analyzable a data format, generating compiled

data;

determining at least one of themes and issues by analyzing the compiled data; a

theme based on the compiled responses,

generating a report based on the determined theme,

~~determining at least one~~ selecting an action corresponding to the ~~at least one of themes and issues determined by said instructions for determining themes and issues;~~ determined theme in response to receiving the report,

~~causing the at least one action determined by said instructions for determining at least one action to be implemented on the organization; and~~ collecting data reflecting a performance of implementing the action in the organization,

~~assessing an effect made by said implementation of at least one action on the organization~~ determining an assessment data reflecting an effect of the implemented action on the organization based on the collected data.

17.   (Currently Amended) The medium of claim 16, wherein the instructions for collecting responses further includes ~~the instructions for~~:

~~compiling~~ receiving data ~~collected from~~ reflecting at least one individual interview session with at least one of the members;

~~compiling~~ receiving data ~~collected from~~ reflecting at least one focus group meeting associated with at least one of the members; and

~~compiling~~ receiving data ~~collected from~~ reflecting at least one walk around interview session with at least one of the members.

18.   (Currently Amended) The medium of claim 16, wherein the instructions for compiling the responses includes ~~the instructions for~~:

separating the collected responses into groups.

19. (Currently Amended) The medium of claim 16, wherein ~~the instruction for determining themes or issues~~ generating the report further includes ~~the instructions for~~:

~~determining~~ identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as [[a]] the determined theme.

20. (Withdrawn) A computer readable medium including instructions being executed by a computer, the instructions instructing the computer to analyze data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, the instructions comprising:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

21. (Withdrawn) The medium of claim 20, further including the instructions for:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the

collected data for each set of data.

22.   (Withdrawn) The medium of claim 20, further including the instructions for:

determining at least one of themes and issues by comparing the calculated

averages and the responses to the qualitative questions.

23.   (Currently Amended) An expert system comprising:

a processor;

a computer-readable medium including instructions executable by said

processor, the instructions instructing the computer to measure and/or assess culture of

an organization and make improvements thereon, the instructions comprising:

collecting by at least one of a computer and a user configured to collect

responses from members of the an organization; and to perform an automated

assessment process including:

compiling the responses into an analyzable a data format, generating compiled

data;

determining at least one of themes and issues by analyzing the compiled data; a

theme based on the compiled responses,

generating a report based on the determined theme,

determining at least one selecting an action corresponding to the at least one of

themes and issues determined by said instructions for determining themes and issues;

determined theme in response to receiving the report,

~~causing the at least one action determined by said instructions for determining at least one action to be implemented on the organization; and~~ collecting data reflecting a performance of implementing the action in the organization,

~~assessing an effect made by said implementation of at least one action on the organization~~ determining an assessment data reflecting an effect of the implemented action on the organization based on the collected data.

24.   (Currently Amended) The expert system of claim 23, wherein the instructions for collecting responses further includes ~~the instructions for~~:

~~compiling~~ receiving data ~~collected from~~ reflecting at least one individual interview session with at least one of the members;

~~compiling~~ receiving data ~~collected from~~ reflecting at least one focus group meeting associated with at least one of the members; and

~~compiling~~ receiving data ~~collected from~~ reflecting at least one walk around interview session with at least one of the members.

25.   (Currently Amended) The expert system of claim 23, wherein the instructions for compiling the responses includes ~~the instructions for~~:

separating the collected responses into groups.

26.   (Currently Amended) The expert system of claim 23, wherein the instruction for determining themes or issues further includes ~~the instructions for~~:

~~determining~~ identifying ineffectual communication between employees and

managers of the organization; and generating the report to include the identified

ineffectual communication as [[a]] the determined theme.

27.   (Withdrawn) An expert system comprising:

a processor;

a computer readable medium including instructions executable by said

processor, the instructions instructing the computer to analyze data collected as part of

a cultural assessment process, wherein the data includes responses to qualitative

questions and quantitative questions collected in at least one of a user interview

computer program, individual interviews, focus group meetings, questionnaires, and

culture assessment tools, the instructions comprising:

calculating averages of the responses to the quantitative questions

collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions

collected from the at least one focus group meeting; arid

determining at least one of themes and issues by comparing the

calculated averages of the responses to the quantitative questions

collected from the at least one individual interview and the calculated

averages of the responses to the quantitative questions collected from the

at least one focus group meeting.

28.   (Withdrawn) The expert system of claim 27, further including the instructions for:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

29.   (Withdrawn) The expert system of claim 27, further including the instructions for:

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

30-33. (Canceled).

34.   (Withdrawn) In a computer system to analyze data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, a computer data signal embodied in a carrier wave, said signal bearing instructions to be executed by the computer system, the instructions comprising:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

35.   (Withdrawn) The signal of claim 34, further including the instructions for:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

36.   (Withdrawn) The signal of claim 34, further including the instructions for:

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

37.   (Currently Amended) A ~~computer-implemented or computer-assisted~~ method of ~~measuring and~~ assessing a culture of an organization ~~and~~ for making improvements thereon, comprising the steps of:

collecting ~~by at least one of computer and a user~~ responses from members of the organization; and performing an assessment process including:

~~performing~~ receiving data reflecting at least one individual interview session with at least one of the members;

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~~performing~~ receiving data reflecting at least one focus group meeting associated with at least one of the members; and

~~performing~~ receiving data associated with at least one physical walk around session with at least one of the members;

compiling the responses ~~into an analyzable data format generating compiled data~~; and

~~determining at least one of themes and issues by analyzing the compiled data, including the steps of~~ assessing in a computer the culture of the organization based on the compiled data, by:

~~determining~~ identifying as a theme ineffectual communication between employees and managers of the organization ~~as a theme;~~ based on information included in the responses,

determining ~~at least one~~ a first action corresponding to the ~~at least one of themes and issues determined by said determining themes and issues step;~~ identified theme,

~~implementing the at least one action on the organization determined by said determining at least one action step, including the step of:~~

~~increasing communication between employees and managers by posting relevant messages on a board or~~ providing content on a Web page associated with ~~of~~ the organization accessible by both the employees and managers of the organization,[[;]]

~~assessing an effect of said implementing step~~

<u>collecting feedback data associated with an implementation</u>

<u>of the first action</u> on the organization; and determining<u>,</u>

<u>based on the feedback data, a second</u> ~~at least one additional~~

action ~~responsive to the effect determined by said assessing~~

~~step~~ <u>to implement on the organization</u>.

38.   (Withdrawn) A computer implemented or assisted method of analyzing

data collected as part of a cultural assessment process, wherein the data includes

responses to qualitative questions and quantitative questions collected in at least one of

a user interview computer program, individual interviews, focus group meetings,

questionnaires, and culture assessment tools, comprising the steps of:

calculating averages of the responses to the quantitative questions collected

from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected

from the at least one focus group meeting;

determining at least one of themes and issues by comparing the calculated

averages of the responses to the quantitative questions collected from the at least one

individual interview and the calculated averages of the responses to the quantitative

questions collected from the at least one focus group meeting;

separating the collected data into a number of sets;

determining at least one of themes and issues appearing repeatedly in the

collected data for each set of data; and

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

39.   (Currently Amended) A ~~computer-implemented or computer-assisted~~ method of ~~measuring and~~ assessing a culture of an organization ~~and~~ for making improvements thereon, comprising:

means for collecting ~~by at least one of computer and a user~~ responses from members of the organization; and means for performing an assessment process including:

~~means for compiling~~ means for receiving data ~~collected from~~ reflecting at least one individual interview session with at least one of the members;

~~means for compiling~~ means for receiving data ~~collected from~~ reflecting at least one focus group meeting associated with at least one of the members; and

~~means for compiling~~ means for receiving data ~~collected from~~ associated with at least one physical walk around interview session with at least one of the members;

means for compiling the responses ~~into an analyzable data format~~ ~~generating compiled data~~; and

means for ~~determining at least one of themes and issues by analyzing the~~ ~~compiled data, including the steps of~~ assessing in a computer the culture of the organization based on the compiled data, by:

means for ~~determining~~ identifying as a theme ineffectual

communication between employees and managers of the organization ~~as~~

~~a theme;~~ based on information included in the responses,

means for determining ~~at least one~~ an action corresponding to the

~~at least one of themes and issues determined by said determining themes~~

~~and issues step;~~ identified theme

means for ~~causing the at least one action determined by said means for~~

~~determining at least one action to be implemented on the organization~~ collecting data

reflecting a performance of implementing the action in the organization,

means for ~~assessing an effect of said implementing step on the~~

~~organization; and~~ determining an action assessment data reflecting an

effect of the implemented action on the organization based on the

collected data..

40.   (Withdrawn) A computer implemented or assisted system for analyzing

data collected as part of a cultural assessment process, wherein the data includes

responses to qualitative questions and quantitative questions collected in at least one of

a user interview computer program, individual interviews, focus group meetings,

questionnaires, and culture assessment tools, comprising:

means for calculating averages of the responses to the quantitative questions

collected from the at least one individual interview;

means for calculating averages of the responses to the quantitative questions

collected from the at least one focus group meeting;

means for determining at least one of themes and issues by comparing the

calculated averages of the responses to the quantitative questions collected from the at

least one individual interview and the calculated averages of the responses to the

quantitative questions collected from the at least one focus group meeting;

means for separating the collected data into a number of sets;

means for determining at least one of themes and issues appearing repeatedly in

the collected data for each set of data; and

means for determining at least one of themes and issues by comparing the

calculated averages and the responses to the qualitative questions.

41.   (New) The method of claim 5, wherein the first set of members are employees of

the organization and the second set of members include managers of the organization.

42.   (New) The method of claim 1, including analyzing the data to determine a second

action to implement in the organization based on the first action assessment data.